



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**TCG Illinois**  
**for quarter ending December 31, 2012**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.90	2.40	1.90	2.07
B. Operator Answer Time - Information [730.510(a)(1)]	9.03	7.58	11.01 *	9.21
C. Repair Office Answer Time [730.510(b)(1)]	40.00	96.00 *	28.00	54.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	40.00	16.00	17.00	24.33
E. Percent of Service Installations [730.540(a)]	91.89%	72.53% *	85.71% *	83.38% *
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.26	0.23	0.18	0.22
H. Percent Repeat Trouble Reports [730.545(c)]	2.99%	2.54%	4.26%	3.26%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	2	1	1
K. Missed Installation Appointments [730.540(d)]	3	1	1	2

**Comments**

Data for TCG Chicago, TCG Illinois and TCG St. Louis (collectively "TCG"). Items B & C met for qtr on avg. C results for Nov driven by increased call volume. E results missed by <6 installations per month on avg. F results as per PA 096-0927.



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